



VILLANOVA
UNIVERSITY

Villanova University
Professional Education
Certificate Programs Online
2007 - 2008

Human Resources

Certificate Program



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Villanova University, a coeducational Roman Catholic institution founded in 1842 by the priests and brothers of the Order of St. Augustine, welcomes students of all faiths. The university consists of five colleges: The College of Liberal Arts and Sciences, The School of Business, The College of Engineering, The College of Nursing and The School of Law. It is the oldest and largest Catholic university in the commonwealth of Pennsylvania. For more than a decade it has been ranked by *U.S. News & World Report* as the #1 University in the North (Master's Division). *BusinessWeek* has ranked the undergraduate business school #12 in the nation.

Villanova University offers online certificate programs in various disciplines: Project Management, Six Sigma and Lean, Contract Management, IS Security, Business Analysis, Software Testing, Human Resources, ROI Methodology, Leadership, and Finance and Accounting for the Non-Financial Manager.

Hurry! Monthly Classes Fill Quickly.

- 866-588-5263
- Intl. +1 813-612-4296
- VillanovaU.com

Build Your Organization With the Latest HR Strategies

Managing employees is critical to every organization's success. With a significant portion of a company's net worth tied to its personnel, professionals with a mastery of employee relations and human resources have become important leaders of the organization.

Villanova University has developed the comprehensive online **Master Certificate in Human Resource Management** program to help HR professionals and other managers implement employee relations techniques that strengthen internal initiatives. This online certificate program gives you training on advanced concepts such as strategic management, workforce planning, human resource development and organizational management – and the practical skills to implement these concepts.

DISTINGUISH YOURSELF WITH HR CERTIFICATION

Villanova University's **Human Resource Management Certificate Program** gives you strategies for handling real-life HR issues and critical topics including: critical management functions; best practices in aligning the human resources department with the organization's strategic goals; recruiting, compensation, benefits and employee relations.

This online program prepares HR professionals to take either the Professional in Human Resources (PHR®) or the Senior Professional in Human Resources (SPHR®) exam toward certification by the Human Resource Certification Institute (HRCI) – a division of SHRM. The program includes one-year access to the SHRM Learning System, with practical exams and valuable study materials (a \$600 value). The 12-week HR Management course contains the latest content including:

- Updated information based on HRCI's new Body of Knowledge.
- More than 1,600 questions allow you to test your knowledge and better prepare for the certification exam.
- New interactive case study focused on real-life situations faced by HR professionals. Apply learned concepts in eight different scenarios and work through questions for each.

BALANCE HR FUNCTION WITH ORGANIZATIONAL PERFORMANCE

In today's ever-changing business environment, HR managers and executives are responsible for more than just hiring and firing – they are accountable for performance that drives results. The Mastering Organizational Effectiveness certificate contains the latest HR issues impacting today's business climate, such as conflict resolution, consulting techniques and influencing skills. This course begins with the mechanics of organizational change, then focuses on the competencies required to manage both people and processes.



BECOME AN HR EXPERT — EARN A MASTER CERTIFICATE!

By completing three courses, participants can earn a Master Certificate in Human Resource Management. Earning a master certificate demonstrates a solid understanding of core human resources skills and illustrates career dedication.



Figure 1

GET CERTIFIED!

Your Master Certificate prepares you for the certification exams offered by HRCI.

Human Resource Management*



Mastering Organizational Effectiveness



Choose One Elective**



**MASTER CERTIFICATE IN
HR MANAGEMENT**



By completing the Master Certificate in Human Resource Management, you'll gain extensive knowledge of advanced HR concepts and competencies, as well as the practical skills to put your knowledge to work. Even if you're outside the HR field, these courses provide the solid foundation in HR that all business professionals need. To earn the certificate, participants must complete three programs: **Human Resource Management**, **Mastering Organizational Effectiveness** and one other Villanova professional education online certificate such as **Strategic Organizational Leadership** or **Finance and Accounting for the Non-Financial Manager**.

Program Benefits

- Gives HR professionals and other managers valuable new skills to improve on-the-job performance
- Prepares professionals for the management demands of today's business world
- Provides strategies for handling real-life HR issues
- Teaches the skills necessary to develop and execute organizational strategies
- Provides training on today's hottest HR issues

Who Should Enroll?

Villanova's Master Certificate in Human Resource Management is designed for HR administrators, staffing specialists, recruiters, HR generalists and specialists, trainers, military personnel, managers, executives and anyone responsible for hiring, leading or motivating employees.

EXPERIENCE AN UNMATCHED ONLINE CLASSROOM

Our online classroom is second to none! It's dynamic, interactive and multimedia driven. Instant messaging and shared virtual whiteboards allow you to interact with classmates and faculty in real time. And two-way voice over IP is a great personal touch for students who prefer to communicate via voice to ask questions or discuss weekly assignments.

Communicating with professors during virtual office hours and viewing leading industry experts via streaming video make learning faster than in the traditional classroom setting. You'll do everything online in your own time, so you can work full time and continue your education.

UNPARALLELED FEATURES

- Virtual classroom provides two-way voice over IP with instant messaging and shared whiteboard features
- Professor-led classes through online streaming video
- Chat rooms and message boards for rich, real-time interaction with professors and students alike
- Ability to study anytime, anywhere
- No required login times – 24/7 access
- Multimedia access – not a book-in-a-box, go-it-alone program

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➔ VillanovaU.com



GET THE HR SKILLS YOU NEED — ONLINE!

Human Resource Management

This 12-week online course is designed to give human resource specialists new tools for successful performance on the job. The course provides a solid foundation for managing HR challenges, supplies a current reference of HR practices and strengthens individual competencies. You'll receive one year of access to the Society for Human Resource Management's Human Resource Learning System, which includes practice exams to prepare you for the Professional in Human Resources (PHR) or the Senior Professional in Human Resources (SPHR) exam leading to certification by the Human Resource Certification Institute (HRCI).

What You'll Study:

Strategic Management

- Role of human resources
- The strategic planning process
- Ethical issues affecting organizations

Workforce Planning and Employment

- Equal employment opportunity/affirmative action
- Gender discrimination and harassment
- Employment records management

Human Resource Development

- Adult learning and motivation
- HRD program design
- Evaluating HRD effectiveness

Total Rewards

- Compensation and the organization
- Pay administration systems
- Government-mandated and health care benefits

Employee and Labor Relations

- Key legislation
- Discipline and formal complaint resolution
- Union organizing/unfair labor practices

Risk Management

- Safety, health and security
- Key risk management legislation
- Employee privacy

Mastering Organizational Effectiveness

This eight-week course will allow human resource managers and human resource specialists to further develop their organizational management skills. You will learn to balance operational and functional duties with the strategic goals of your employer. Today's shifting business climate mandates that human resource managers be able to adapt to the changing organizational structures of the modern enterprise.

What You'll Study:

Organizational Effectiveness

- Managing in today's changing business world
- Navigating through organizational change

Consulting Process

- Contracting overview
- Challenges with consulting
- Managing resistance

Customer Focus

- Defining your customer base
- Effective customer service
- Developing a customer focus
- Developing the right attitude

Communication and Influencing Skills

- Effective communication strategies and styles
- Influencing strategies
- The Cohen-Bradford Model
- Giving and receiving constructive feedback

Conflict Resolution

- Defining conflict and sources of disagreement
- Conflict management styles/three critical ways to handle conflict
- Preparing for a difficult conversation

Diversity in the Workplace

- EEO and affirmative action versus diversity
- Legal aspects of diversity

Team Effectiveness

- Stages of team development
- Your effectiveness as a team member



VILLANOVA ONLINE FACULTY AND PRACTICING PROFESSIONALS

Villanova University online faculty and staff bring a wealth of knowledge and real-world experience to instructional development and delivery. Their expertise and interactive teaching methods create a dynamic experience where participants use a proven combination of “virtual classroom” tools, online instructor-led discussions and streaming video.

Brian G. Costello, SPHR

Brian is a human resources professional with over 20 years of experience in the for-profit and not-for-profit health care industry. Since 1995, he has served as the Director of Human Resources Operations for Thomas Jefferson University in Philadelphia, PA. Brian has a B.S. in Economics from The Wharton School, University of Pennsylvania and an M.S. in Human Resources Management from Widener University.

Angela Francesco, JD

Angela received her bachelor's degree from Villanova University and her law degree from Temple University School of Law; she is licensed to practice law in Pennsylvania.

Neil J. Horgan

Vice President of Manchester Partners International, Neil is a seasoned career transition consultant who has served as an executive with a major oil company, where he held positions such as Director of Sales Training, Director, Corporate-Wide Compensation & Benefits, and Vice President, Human Resources for its major subsidiary.

Michael R. Losey, SPHR, CAE

Michael is the Past-President and CEO of the Society for Human Resource Management (SHRM). Before being named to the society's top position in 1990, Michael served 30 years in management and executive-level positions with two Fortune 500 organizations.

Shawn Mott

Shawn received his undergraduate degree from Cabrini College in Rador, PA, and his graduate degree in Human Resource Development from Villanova University. Shawn serves as a guest speaker for the Villanova PHR/SPHR prep course.

Stephen W. Oliver, MA

Stephen is a training, organizational development and human resources consultant with 20 years of experience, primarily in the healthcare field.

Melody Templeton, MS, HR

Melody is a nationally known speaker and consultant with several hundred clients from the Fortune 500 to small family-owned businesses.

Susan Warner, ESQ, SPHR

Susan is President of Human Resource Trouble Shooters and a nationally known speaker who has taught Compensation for St. Joseph's University and Strategic Human Resources for Penn State-Ambler.

Terry Welford

President of The Welford Group, Terry brings over 20 years of experience in training and development, including training positions with Philip Morris, Glaxo SmithKline and Air Products.



UNIVERSITYALLIANCE®

The Nation's Leading Universities Online

With more than 300,000 enrollments since its inception, the University Alliance Online is the nation's largest exclusive e-learning provider of degree and certificate programs from accredited universities. The University Alliance includes Villanova University, the University of Notre Dame's Mendoza College of Business, Tulane University's Freeman School of Business, Thunderbird School of Global Management, the University of San Francisco, the University of South Florida, Florida Institute of Technology, The University of Scranton, Dominican University and Jacksonville University.

The University Alliance works with leading universities to transform their classroom curricula into dynamic online programs that offer you optimal learning experiences.

One simple call connects you to the broad range of benefits offered by the University Alliance. You will be assigned a program representative who serves as your contact for non-academic issues – answering questions about financial aid, helping you enroll in the next class and more. Technical support personnel and other professionals are also easily accessible every step of the way.

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CERTIFICATE PROGRAM TUITION

Master Certificate in Human Resource Management

Take all three courses and receive your **Master Certificate in Human Resource Management**. Earning a master certificate demonstrates a solid understanding of core human resources skills and illustrates your dedication and professionalism.

Sign up for all three courses in this track and receive a special tuition rate of \$4,995. That's \$1,445 off the regular tuition price of \$6,440 for all three courses individually.

Human Resources

Human Resource Management	\$2,480
Mastering Organizational Effectiveness	\$1,980
Choose elective**	\$1,980
TOTAL	\$6,440
Special Package: All three courses (a \$1,445 savings)	\$4,995

Continuing Education Units (CEUs): Earn 4.0 CEUs for Human Resource Management and 4.5 CEUs for Mastering Organizational Effectiveness.

Professional Development Units (PDUs): Earn 40 PDUs for Human Resource Management and 45 PDUs for Mastering Organizational Effectiveness.

ACE Credit Recommendations: The American Council on Education (ACE) has recommended three undergraduate credit hours for both of these courses.

WHAT TYPES OF DISCOUNTS AND ASSISTANCE ARE AVAILABLE?

Tuition Assistance

Your tuition cost may be covered by your company's tuition assistance program and may also be tax deductible. Consult your HR department and your tax advisor for more information.

Career Training LoanSM

SLM Financial, a Sallie Mae company, offers a comprehensive, flexible, low-cost loan product specifically designed to help working adults who enroll in an accredited distance learning undergraduate or graduate degree program or a certificate granting program. The SLM Financial Career Training Loan, with its quick application and approval process, will have you ready to enroll in the next available session. For more information on the SLM Financial Career Training Loan, contact a program representative today or fill out an online application.

Military Discount

Special discounts are available for active U.S. Military servicemembers. Please call for more information.



CORPORATE PROGRAMS

Unleash the Power of Your Organization

Establish a corporate training program today, and begin to see positive results in your organization immediately!

What You'll Get

A well-educated workforce equals corporate success. Along with saving your company valuable time and money, you'll provide your employees with the opportunity to learn the necessary skills to lead improvement initiatives that result in measurable sales growth, economic value, customer satisfaction and retention, and employee satisfaction and motivation. These skills will help increase your bottom line and create a streamlined work environment.

Start With a Pilot Program!

Register a group of your employees in one of our classes, and see how their newly acquired knowledge increases productivity and impacts your bottom line. This pilot program offers the following services to your organization:

- Special corporate pricing
- A unique online session with one of our experts to "kick off" the course
- A survey of employees after class to ensure quality and satisfaction
- An end-of-course review with corporate managers
- All employees will be in the same online class

"What sets apart good HR departments from bad . . . the good ones recognize that while they are obligated to do some regulation of some processes, that they can play important leadership roles in the organization."

Robert Bacal, MA

*From The Corporate File – The Role of Human Resources Departments,
www.performance-appraisals.org*

Guarantee your staff's success with Human Resources training from Villanova University!
Getting started is easy. Contact us today for complete details.

A DIVERSE NETWORK

The University Alliance provides corporate education for these prominent firms, including:

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- Dell
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- EDS
- ExxonMobil
- General Dynamics
- General Electric
- General Motors
- Groton Utilities
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Corporate Rates are Available

➔ 866-588-5263

➔ corp@VillanovaU.com

* Prepares HR professionals for (PHR) or (SPHR) exam certification by the Human Resource Certification Institute (HRCI), an affiliate of SHRM.

** Electives include: Strategic Organizational Leadership, Finance and Accounting for the Non-Financial Manager, Essentials of Project Management, Project Management for the IS/IT Project Manager, Essentials of ROI Methodology™, Six Sigma Green Belt, Lean Six Sigma, Essentials of Government Contracting, Essentials of IS Security, and Essentials of Business Analysis.

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